



DR PERRINS & PARTNERS

PATIENT REFERENCE GROUP

Minutes of Meeting – Tuesday 13 March 2012

Present:

- Keith Ratcliff
- Dorothy Robertson (chair)
- Vera Skipper
- Keith McDaid
- Robert Pollock
- Ann Foster
- Bob Wilson
- Margaret Weaver
- Dr Jyotsna Pattekar
- Carol Craggs
- Sue Barnes

Apologies:

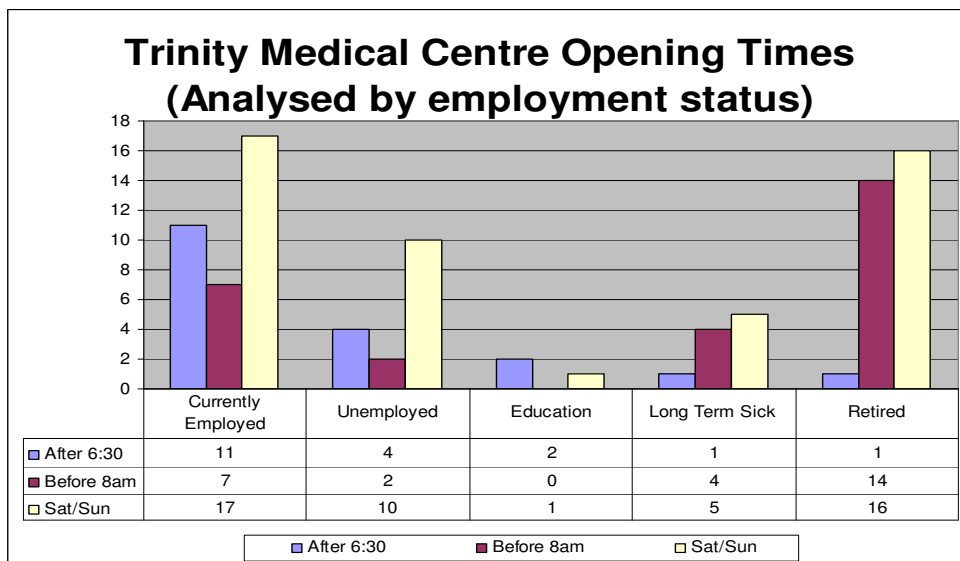
- Brian Richardson
- Dorothy Richardson
- Margaret Young

Minutes of Previous Meeting approved

Matters Arising:

(a) Patient Survey Feedback

At the last patient reference group it was agreed that the opening hours reported in the recent survey be further analysed to look at the 19 patients who requested an appointment after 6:30.



This showed only 11 patients were employed and 8 not in employment. It was agreed by the group that an ongoing survey regarding opening times could be on our new web page and this would give the group a better idea of the scale. At the moment the small number does not warrant the need to change the current opening hours of the surgery. Action to have an ongoing survey on the opening hours.

(b) Reference Group Web Page

Margaret advised that a lot of work had been carried out on a new web page and having send the web address out to the group wondered if anyone had checked it out. Keith reported the web page to be good, whilst Bob was unable to get access. Carol brought the web page up on the practice computer so the group could have a tour.

Margaret pointed the group to the tabs at the top where there was one for the Patient Reference Group. Within this there was a page where Margaret had uploaded all the minutes of the previous year. Some discussion followed as to whether these should be public or private access due to the fact that the group had their names on the minutes. A great deal of discussion followed and it was finally agreed that any member who wished to have their name blacked out was to let Margaret know. However, Margaret advised that she would not upload any minutes until they had been agreed by the group first. It was therefore agreed the minutes remain public.

Margaret went on to show the private pages of the Reference Group and access to these can only be obtained by entering a password. Within this area Margaret had uploaded all the documents relating to the meeting. There is also a comments section and Margaret hopes to create a forum too. Surveys and Audits were also available in the public domain.

Everyone felt that the web page was good and that it satisfied the requirements raised at the last meeting. Margaret to email Bob a link to the web page to see if he can access it via that.

Discussion followed around how to encourage patients to use the web or visit the web pages. It was agreed that a great majority of people now have email addresses and this would be useful to start collecting these as a means to contact patients when there is anything new added to the web page etc. Also a text to patients could also be useful to encourage them to visit and use the web page. It was agreed that this would reach patients who do not normally come into the surgery and therefore leaflets and information can be uploaded and then an email or text to patients – all free ways of communicating.

2. Virtual Reference Group

Now that the web page was up, Margaret wondered if we should be trying to gain more members. It was agreed to wait until the practice had collected email addresses etc. Then patients can be asked to sign up.

3 Services Newsletter

It was agreed the next Newsletter should cover all the different types of services. Margaret produced the final draft and asked the group if there were any changes or comments. Everyone agreed this to be a good newsletter. Margaret to upload onto the web page and put copies out in reception.

4. Update on Commissioning

Margaret gave a brief update on the commissioning intentions of the new GP Commissioning Group which is focussing on Cancer services in line with the ongoing Government campaign “Be clear on

cancer". Practices are being asked to audit and review cancer cases to see if anything could be done to change or diagnose sooner.

Long Term Conditions such as Chronic Airways, Heart and Diabetes will have a focus

Bob wondered if there was a list of Self Help Group, COPD has a very good one and there is a Diabetes group. Bliss ability has a link to all the self help groups. It was thought to be a good idea to have this available.

5. Food Bank

Margaret advised that the local church working with the homeless had been very grateful for the amount of clothes that the practice had collected for the homeless. However, as an ongoing project they need food for their food banks. There are a lot of people who cannot afford to buy food and the project is to hand out food parcels. A list of what type of food had been put up in reception with a box to collect the items. So far we have 2 big boxes. Dorothy wanted the staff at Trinity to have a bit thank you for organising such a worthy cause and continuing to contribute and be part of this.

5. Any Other Business

(a) Patient Suggestion

Margaret advised that a patient had suggested somewhere to chain his bike to. The Group considered this to be a valid point and Keith suggested making enquiries as to the cost.

6. Date and Time of Next Meeting

June 12 2012 at 6:15